

Healthwatch Westminster and Healthwatch Kensington & Chelsea Volunteering Opportunities

Healthwatch is the champion for people using health and social care services. We listen to people's views about health and social care services including their experiences and encourage health and social care services to involve people in decisions that affect them. We rely on volunteers like you to help make services better. Here's how you can get involved with us through our activities.

Enter and View Volunteer Role

Overview

Healthwatch has a statutory power to carry out Enter and View visits to publicly funded health and social care services such as GP practices, care homes, hospitals, and dental surgeries. These visits are an opportunity to observe the care being provided, talk to patients, residents, service users, and staff, and report findings back to service providers and commissioners to improve the quality of care. These visits are not inspections but are a way for local people to contribute to improving services by gathering feedback and making constructive recommendations.

As an Enter and View Representative, you will join a team of trained volunteers and staff who visit NHS health and care settings; you will:

Tasks

- Observe how services are delivered
- Engage with patients, residents, carers, and staff
- Gather feedback in a respectful and sensitive manner
- Report to lead staff on improvements to the NHS service under review
- As part of a team, you'll check back to make sure the changes are making a difference

Personal specification

- Good communication and active listening skills
- Ability to remain impartial and objective
- Confidence speaking to a wide range of people
- Awareness of diversity and inclusion
- Reliability and ability to work as part of a team

Personal specification/requirements

- Complete Safeguarding Training - Online or in person
- Undertake online Enter and View Training - covers your role, legal powers, and best practices
- Attend an Observation Visit - you will accompany an experienced team on a real visit to observe the process in action
- Always follow Healthwatch's Code of Conduct and confidentiality agreements

Time Commitment:

- Flexible on which visits you can attend
- Typically, 6 visits per quarter plus training and preparation time
- Each visit is 4-5hrs.